

# 2019-2020 Annual Report



## New Hampshire State Coordinating Council for Community Transportation



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# We Need Public Transportation





# Getting People Where They Need to Go



# About the State Coordinating Council



## ***Meetings And Structure***

- Members of the State Coordinating Council include representatives of key departments within state government, private enterprise, and human service organizations involved in the provision of or need for transportation throughout the state. The SCC meets on the first Thursday of the month. The Council generally meets in Concord, but also holds meetings in other parts of the state from time to time. During the Covid 19 Pandemic meetings have been conducted on Zoom. Information on SCC meetings and other activities is posted on the SCC website, maintained by the New Hampshire Department of Transportation on its website. Additional information about the Council is available on the DOT website.

## ***Duties And Responsibilities***

The SCC is charged by law with the following duties (briefly summarized):

- Develop and provide guidance for the coordination of community transportation options within New Hampshire so that the general public and transportation-disadvantaged citizens, such as older adults, persons with disabilities, and individuals with limited income, can access local and regional employment, non-emergency medical and business services.

- Set statewide coordination policies for community transportation and monitor the results of statewide coordination.
- Approve the formation of regional coordination councils and the selection of regional transportation coordinators, according to such criteria and guidelines as the SCC may establish.
- Solicit and accept donations for funding to implement and sustain a “regional transportation coordination fund” that will be a source of grants to improve community transportation.

The SCC’s work with the Regional Coordinating Councils has helped to improve and enhance transportation services at the local level throughout the state.

<http://www.nh.gov/dot/programs/scc/about.htm>

### ***SCC Officers:***

Fred Roberge, Chair  
Michael Tardiff, Vice Chair  
Steve Workman, Treasurer  
Patricia Crocker, Secretary



# Executive Summary

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This report, highlighting the work of the New Hampshire State Coordinating Council (SCC) for Community Transportation, describes the success and impact that our state's transportation coordination effort has realized over the last two years. The enabling legislation of the SCC directs it to: "Develop, implement, and provide guidance for the coordination of community transportation options within New Hampshire so that the general public, in particular citizens in need of access to essential services and activities, can access local and regional transportation services and municipalities, human service agencies, and other organizations can purchase shared ride coordinated transportation services for their citizens, clients, and customers."

One of the most important characteristics of the SCC structure is that it has created a central place for the discussion of local, regional, and state-wide transportation needs and service development, while searching for resources to provide services. The SCC encourages collaborative work by diverse stakeholders for the development and provision of community transportation service in New Hampshire. This foundation

for evaluation of community need will be critical as New Hampshire's aging population will significantly grow, nearly doubling in the next decade.

The SCC will focus on the development and implementation of mobility management networks to help improve understanding of community transportation and how to develop service in the future. As the SCC works toward implementing our state plan for transportation coordination, the focus of our work will be developing more sophisticated networks among providers, funders, and the communities we all serve. Concurrently, leaders of our state departments must focus on what opportunities are available for coordination between their departments and create ways to enable and benefit all stakeholders, while deploying funding for new innovative services. The SCC stands ready to be a constructive part of reengineering transportation provision, building relationships among all stakeholders.

Since our last report, the Commissioner of New Hampshire Health and Human Services (DHHS) has appointed staff to the SCC. This new commitment will allow DHHS to consider the potential benefits of

coordination strategies between two major funders of transportation, DHHS and the New Hampshire Department of Transportation (NHDOT). Additionally, the Commissioner nominated a member of the philanthropic community to participate with the SCC. This is a significant change and achieves a full Council for the first time in FY '19 and '20. The reengagement by DHHS is significant progress for the Council. Policymakers can further advance the goal of a fully coordinated state system of public and human service transportation by supporting, developing, and approving legislation that requires state departments and agencies to fully utilize the coordinated community transportation structure that has been developed over the past decade.

*Author Fred Roberge is Chair of the State Coordinating Council on Community Transportation and is Vice President of Transportation Easter Seals NH, ME, VT.*



# Key Issues and Recommendations

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The New Hampshire State Coordinating Council has identified the following recommendations as crucial to the goal of coordinated community transportation within the state of New Hampshire:

Work in partnership with the Coordinating Council on Access and Mobility (CCAM). At the federal level, CCAM, in its latest report to the President, noted goals that the SCC should emulate while implementing our state plan:

- Goal 1: Improve access to community through transportation
- Goal 2: Enhance cost-effectiveness of coordinated transportation
- Goal 3: Strengthen interagency partnerships and collaboration with state, local, and industry groups
- Goal 4: Demonstrate innovative coordinated transportation

Expected outcomes of coordination and development of mobility management networks:

- Lowered trip costs for travel and for human service agencies.
- Extended service hours, services to new areas or new communities, and the ability to serve more people.
- More trips made by persons needing transportation.
- Services more responsive to schedules, points of origin, and destinations of customers.
- Greater emphasis on safety and customer service.
- More door-to-door service.
- More flexible payment and service options.
- Multi-sector stakeholder groups – including private organizations and public agencies.
- Better service delivery at lower costs.
- Emphasis on policy and systems changes to reach whole populations.
- Can be at state and regional levels.
- Opportunity to implement and operationalize a state's locally coordinated plans .
- Promotion of stability and further development of support and resource development for NH public transit systems.
- Strengthening of SCC's ability to accomplish its mission. Staffing would help relieve the burdens of over-committed members.
- Improvement of public outreach to make the case for community transportation. SCC members and providers advocate effectively for their programs and the people who rely on them. They would benefit from better data and other tools to make their case.
- Support of peer learning and professional development – including through an annual statewide meeting of partners.
- Facilitation of the development of regional mobility management groups to ensure that all regions have the local resources needed to solve mobility challenges.
- Convening of stakeholders to spur innovation, support adoption of new technology, and advocate for funding and policy changes.



# Who Needs Transportation? NH Transit Need Snapshot

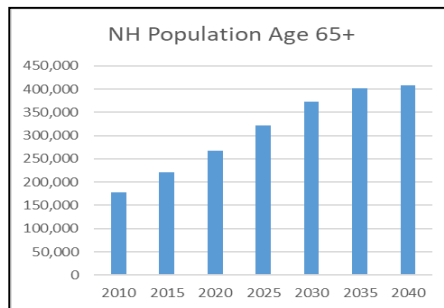
Public demand for improved public transit options, and particularly basic mobility services for older adults and individuals with disabilities, has been a major theme at the last several biennial cycles of the Governor's Advisory Commission on Intermodal Transportation (GACIT) hearings on the State Ten Year Transportation Plan. It is backed up by statewide surveys conducted by the UNH Survey Center. Improving transportation access for a rapidly growing older adult population to enable older citizens to age in place with dignity is a major recommendation of the recently completed State Plan on Aging (2019).

## How Will New Hampshire's Aging Population Get Around?

### How Much Capacity is Needed to Meet Transportation Demand for Older Adults and People with Disabilities?

The Community Transportation Association of America (CTAA) provides technical assistance to rural and small urban transit systems around the country. CTAA's model for estimating trip need for transit dependent populations uses Census data on the population over age 65 and the population under 65 below the poverty line and assumes 15% of that population does not drive. The model calculates each of these non-drivers needs a one way trip approximately every 9 days, or a round trip every 18 days. In other words, a non-driving older adult would need to travel a little less than once every two weeks, or 41 trips/year.

For comparison the 2017 National Household Transportation Survey estimates that the average American takes 3.4 one-way trips (1.7 round trips) per day (1230 trips/year), so this is a very conservative measure.



*Older adults make up a large and growing portion of the non-driving population, along with individuals with disabilities. The American Association of Retired People (AARP) estimates that **one in five Americans over the age of 65 doesn't drive**. The number of people over age 65 in New Hampshire is projected to almost double in the next 20 years, growing from 220,672 in 2015 to 408,522 in 2040. **That's nearly 75,000 non-driving seniors in New Hampshire by 2030.***

This yields an estimated **1.9 million trips needed in New Hampshire in 2017 to meet basic life needs for seniors and other transit-dependent people**. Based on growth projections described above, **this will rise to 2.8 million trips by 2030 and 3.05 million trips by 2040**. Some of this trip need can be met by families and neighbors, though the CTAA model already assumes family participation. Some of this need will be met by non-profits, though most of these

organizations rely on federal, state and local funds as well charitable giving. Building this capacity will require federal and private funding but also state funding.

## Does New Hampshire Have the Capacity to Meet the Transportation Needs of a Doubled Senior Population?

In short, no. Only 34 of 244 communities in New Hampshire have regular public transit service. Fixed route transit can't be operated efficiently in rural areas lacking adequate population density. In these rural areas the most cost-effective approach to providing accessibility is typically with volunteer drivers backed by wheelchair accessible vehicles for people with mobility impairments.

Twenty-five publicly accessible volunteer driver programs serve 197 of New Hampshire's 244 communities. **Forty-seven communities lack such service**. Altogether these programs provide about 65,000 trips/year as reported in the 2019 survey of VDPs by SNHPC.

These are critical services, and at the same time equate to only about 4% of the CTAA estimated trip need. Even the highest volume volunteer programs only have capacity to meet about 13% of the trip need in their communities. Volunteer recruitment and retention are perennial concerns.

# Snapshot of NH Transit Need ...

**Do Existing Transit Systems Have the Resources They Need to Be Financially Sustainable?** Again, no. Most of the state's public transit agencies already use all the Federal Transit Administration (FTA) funding available to them and lack resources for expansion. This is due to a combination of increasing labor and insurance rates, exploding demand for paratransit services mandated by the Americans with Disabilities Act (ADA), new services desired by member municipalities and in one case a decline in FTA funding. Demand for ADA services is a good indicator for growing transportation needs for older adults.

The COAST transit system in the Seacoast has seen demand for mandated ADA service grow 880% from 2008-2018, and their cost to provide those services grow 744%.

**How Is Public Transportation Funded by Other States?** Each year the American Association of State Highway Transportation Officials (AASHTO) publishes a report on State Spending on Public Transportation. Average per capita state spending (not including federal pass-through) on transit across the 50 states in 2018 was \$58.69.

*The median state, North Dakota (a rural state with little over half New Hampshire's population), spent \$5.04/capita, much of it on senior transportation.*

**New Hampshire in comparison spent \$1.00/capita.**

More than half that amount was for short term mitigation for a turnpike construction project that has since ended. The table below shows New Hampshire in comparison to our New England peer states and breaks out transit operating assistance from overall spending. The \$200,000 in operating assistance approved in the SFY2020 budget would equate to \$0.15/capita, though these funds are currently not being released due to COVID-related state revenue shortfalls.

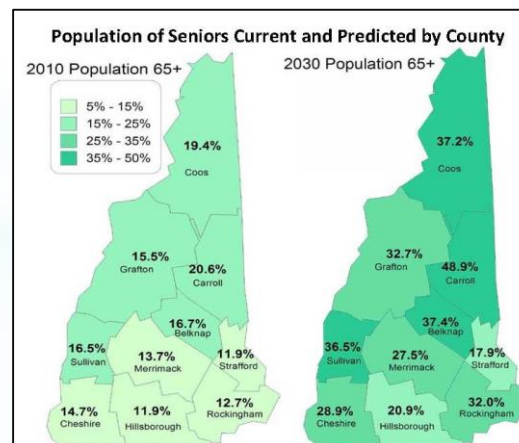
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State	2018 Population	2018 State Funding	2018 Per Capita Funding	2018 State Funding for Operating	Per Capita Funding for Operating
Massachusetts	6,902,149	2,105,381,276	\$ 305.03	\$1,493,586,393	\$ 216.39
Connecticut	3,572,665	651,477,883	\$ 182.35	\$ 376,188,456	\$ 105.30
Rhode Island	1,057,315	58,441,037	\$ 55.27	\$ 52,182,561	\$ 49.35
Vermont	626,299	7,955,199	\$ 12.70	\$ 6,638,732	\$ 10.60
Maine	1,338,404	1,540,322	\$ 1.15	\$ 1,147,845	\$ 0.86
New Hampshire	1,356,458	1,353,603	\$ 1.00	\$ -	\$ -
		National Average	\$ 58.69		
		National Median	\$ 5.04	(North Dakota)	

# Transit Snapshot – Key Takeaways

- New Hampshire's **older adult population will nearly double between 2015 and 2040.**
- Older adults have very different transport needs – **AARP estimates 20% of Americans over 65 don't drive**
- This equates to **nearly 75,000 non-driving older adults by 2030.**
- The best available estimate of annual transit trip need to allow these older adults to age in place with dignity is **1.9 million trips in 2020, rising to 2.8 million trips by 2030 and 3.05 million trips by 2040.**
- This already assumes families, neighbors and non-profits are covering most travel needs.
- Federal Transit Administration (FTA) funding has not kept pace with growth in costs, much as Federal Highway Administration (FHWA) funding has not kept pace with inflationary pressures for highway needs.
- **New Hampshire's transit agencies face revenue gaps in the millions of dollars** just to maintain existing services and handle growth in federally mandated services under the Americans with Disabilities Act (ADA).
- Volunteer Driver Programs (VDPs) will be a critical component of meeting growing transit need for seniors and individuals with disabilities. Currently **only 197 of 244 communities have VDP service**, and the largest of these programs meets at most 13% of estimated need. Resources will be needed to expand this capacity.
- New Hampshire lags far behind other states in state support for public transportation. **The average per capita investment of state funding for public transit in 2018 was \$58.69. The median state investment was \$5.04/capita, made by North Dakota – a rural state with about half of New Hampshire's population. NH invested \$1.00/capita. Note that approximately \$0.55 of this was spent on transit mitigation mandated for a highway construction project and ended in FY2020.**
- **Providing basic transportation access to New Hampshire's aging population, consistent with our state's strategy of aging in place, is simply not possible with current levels of federal and state investment.**

Author Scott Bogle is a Senior Transportation Planner with Stafford Regional Planning Commission in Portsmouth, NH.



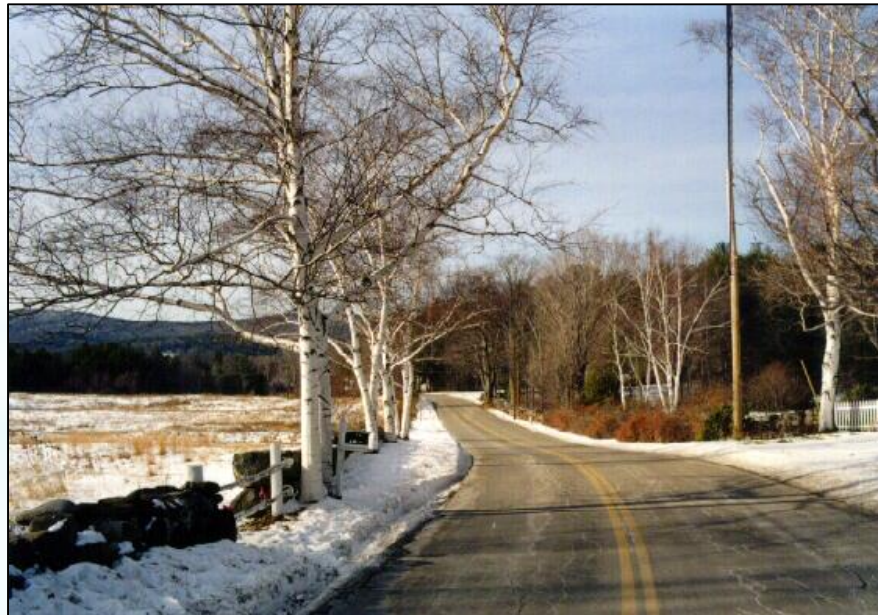


# Benefits of Coordination

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## **Benefits of State-Level Coordination**

*Regardless of how coordinating councils are established or mandated, there are many benefits of the coordination activities that result. Many stakeholders note that interagency coordination is helpful in strengthening communication across agencies that provide human service transportation services and programs. Greater access to information is a key advantage. Sharing information with other agencies helps solve mutual challenges, which in turn makes service delivery better, resulting in improved mobility for system users and other benefits for the broader community. Serving the people of our most rural regions is a challenge but basic mobility is as important to our economic success as reducing congestion in urban areas.*





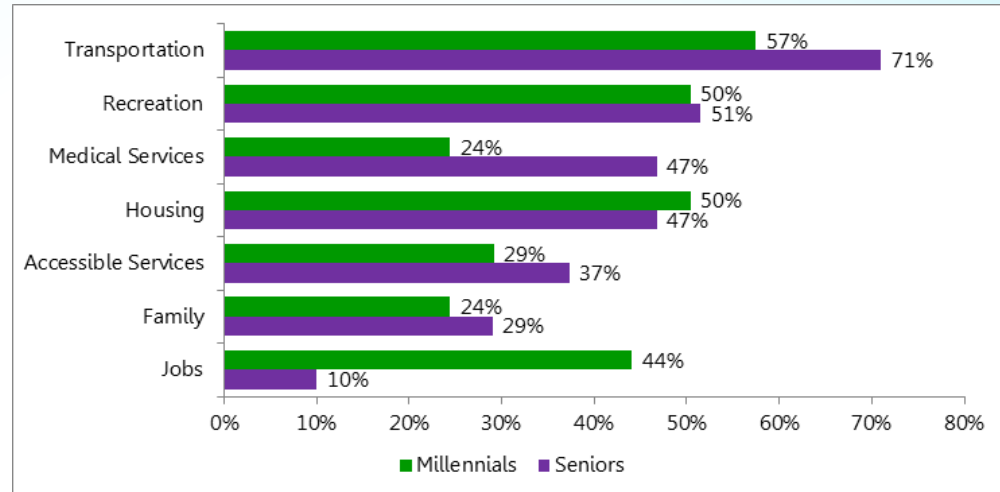
# Age-Friendly Communities

**Age-Friendly Overview:** What would an Age-Friendly Community look like, what sort of services would be available, and how can communities improve programs, services and infrastructure enable residents of all ages to enjoy their community to its fullest? These are the sorts of questions that Planners from Southern NH Planning Commission, along with state, regional, and local stakeholders have been tackling for the past several years.

SNHPC's Age-Friendly Program Overview: SNHPC's Becoming Age-Friendly Program began in 2016. Over the past several years, they've conducted multiple surveys and community assessments to better understand the concerns of residents in the SNHPC region, asking what are important factors as they age related to housing, transportation, economic development, and recreation and engagement.

Early on, Commission Staff learned that younger and older adults alike considered transportation to be the number one concern as they aged.

*Above: Figure 12017 SNHPC Resident Survey Results for the Question: What concerns you the most about aging in your community.*



## Age-Friendly Transportation Focus:

Since the initial assessments and surveys, SNHPC has partnered with local, regional, and state agencies developing pilot programs providing outreach to residents and others about the transportation services in their community. Pilot programs have included dovetailing with community events to create opportunities to get to know the local transit system, creating outreach materials, and developing partnerships so that community leaders and key departments, such as the local library and Parks and Rec Department, understand transportation services

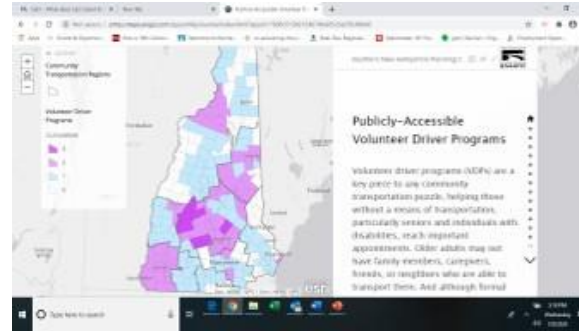
available to seniors, persons with disabilities, and others.



*Photo: 2018 Goffstown Old Home Day*

# Age-Friendly Communities

**Volunteer Driver Program Interactive Map:** The Commission has partnered with the Alliance for Healthy Aging (AHA), Easter Seals, Rockingham Planning Commission and others to create a statewide volunteer Driver Program (VDP) Tool, showcasing information about VDPs throughout NH. The map can be found on the SNHPC website (interactive map).



**State Plan on Aging 2018/19 Resident Survey Results:** As part of a statewide effort to understand the needs of older adults, the New Hampshire Department of Health and Human Services (DHHS), Bureau of Elderly and Adult Services (BEAS) and the State Plan on Aging (SPOA) Planning Committee sought public input to guide and inform the 2019 four-year State Plan on Aging.

A 29-question survey was released in October 2018 and closed in January 2019. Distribution was promoted through social media, emails, newsletters, websites, word of mouth, partnering agency communication, and a statewide postcard distribution.

The survey was available through SurveyMonkey, an online platform, as

well as a paper-based survey. Southern NH Planning Commission, through funding from NHDOT, was able to provide analysis of the survey.

The following bullets highlight general themes across the survey. These themes, while observational only, provide valuable insight into the experiences, needs, and obstacles facing older adults in New Hampshire.

- 2,769 survey participant responses were analyzed in this survey summary. Of these participants, more than half (60%) are retired, yet are still active in their community through either volunteering, physical activity, social groups, church or religious organizations, and other venues or events.

- The most common community needs/services that would make aging easier for residents are access to transportation options, affordable housing options and in-home health care services.
- Respondents unable to access various services provided multiple reasons, including 44% were unaware of service availability; 28% had problems accessing transportation; 27% had no service in their area. Public education and outreach on existing services would benefit caregivers and older adults throughout the state.

*Author Sylvia Von Aulock is the Executive Director of the Southern NH Planning Commission.*

# Public Transit: How Far Have We Come – Where Are We Going?

The SCC and NH Transit Association held their joint annual meeting in June 2019. The event brought over 50 stakeholders together, including transportation providers, federal, state, and local officials, planners, advocates, and vendors, to explore how far NH had come in developing an effective statewide community transportation system and to think strategically about future needs and direction.

The meeting opened with remarks from SCC Chair Fred Roberge, NHTA Chair Van Chesnut, NHDOT Commissioner Sheehan and representatives from FTA Region 1. Attendees then worked in small groups to conduct a modified SWOC analysis (Strengths, Weaknesses, Opportunities & Challenges) of public transit in NH by answering three questions:

1. What are the accomplishments that have advanced the public transit system in NH to date?
2. What is limiting the development and operation of a robust, statewide public transit system in NH?
3. What are the opportunities to advance a robust, statewide public transit system in NH?

Responses to these questions were organized by education, advocacy and outreach, policy and funding, planning and infrastructure, and operations. The session was designed and facilitated by Steve Workman, Director of Transport NH with assistance from moderators Ryan Renaud-Smith, Manchester Transit Authority, Terri Paige, Southwestern Community Services Transportation and Mike LaFrance, HB Software Solutions. Participants were urged to bring their expertise to the table but set aside official roles in the spirit of creating an open space for all ideas and perspectives.



This session was a shift from the usual focus on daily operations for this diverse group from across N.H. because it allowed them to pause and consider all that they had accomplished to improve mobility throughout the state. It also fostered a free exchange of ideas about the future without the formalities of the usual planning processes. At the end of the session Workman told the group that he was amazed by the depth of knowledge and commitment to improving mobility in NH that he witnessed each participant bring to the discussion. “It will take more than talk to meet the needs of the future, but today was a great first step,” he concluded. Participants expressed agreement and determined that continuing to have this type of big-picture dialogue was vital to making strategic progress.

The responses generated during the session along with the highest priority opportunities identified were used by SCC, NHTA and their affiliate members to develop a shared workplan, inform regional planning initiatives and identify issues that should be raised during the Fall 2019 GACIT process. A summary of the group responses by question has been included to give readers a snapshot of what was discussed. The resulting shared workplan, shown below, organized work into four categories and leveraged the diversity of members to work on aspects of the plan appropriate to their organization’s role.

# Public Transit: How Far Have We Come – Where Are We Going?

Public Transit Education & Advocacy	Public Transit Policy
<ul style="list-style-type: none"> <li>▪ Increase ridership throughout the state.</li> <li>▪ Change the public perception (paradigm) of public transit in NH. Focus on moving from “bus services” for some to “mobility services” for all.</li> <li>▪ Increase the understanding of how the public transit system in NH works and how to ride/access it.</li> <li>▪ Educate developers and businesses about the public transit system, the benefits of locating on/near existing routes and the cost associated with creating and then operating new routes.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Advocate for a reauthorization of Federal FAST Act that increases funding for public transit capital and operations.</li> <li>▪ Establish through NH Legislative action, a dedicated funding stream for public transit operations and capital match.</li> <li>▪ Advocate for a NH Complete Streets Policy</li> <li>▪ Encourage municipalities to require that medium to large scale development projects include accommodations for public transit</li> </ul>
Transit Provider Technical/Operations	NHTA & SCC Organizational Capacity
<ul style="list-style-type: none"> <li>▪ Advocate that the Traffic Management include public transit related information (delays, detours, etc.) on their messaging platforms.</li> <li>▪ Encourage 211 to include public transit services as part of the information and referrals provided to callers.</li> <li>▪ Close the gaps: Improve connectivity between regional transit services.</li> <li>▪ Identify and reduce user barriers to accessing transit services.</li> <li>▪ Provide regular statewide mobility management training opportunities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Strengthen existing and develop new partnerships with social service providers and other agencies that include transit services as part of their mission.</li> <li>▪ Conduct a forum with state agencies that include transportation as part of their missions. The purpose is to better understand individual agency transportation obligations and needs and to explore opportunities to work together to improve service delivery and maximize existing resources.</li> <li>▪ Convene the joint NHTA &amp; SCC annual meeting in June 2020</li> </ul>



# Public Transit: How Far Have We Come – Where Are We Going?

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## **Summary: What are the accomplishments that have advanced the public transit system in NH to date?**

Much can be said for the accomplishments that have advanced public transit in NH. Overall, advocacy and relationship building has made significant progress leading to productive relationships with state and federal legislators, improved regional coordination and effective planning between NHDOT, regional planning commissions and providers. Federal funding for transit services, technology and innovative planning has increased helping to offset limited state and local funding. NH Legislature has reintroduced a modest budget line item for transit operations and has approved periodic use of toll credits to satisfy federal match requirements. Access to transit services throughout NH has improved by expanding paratransit services, formation of volunteer driver programs, expansion of urban and rural routes and intercity bus terminals. Service delivery has improved using new technologies, better buses, more training opportunities and focus on innovation and collaboration amongst providers.

## **Summary: What is limiting the development and operation of a robust, statewide public transit system in NH?**

Despite progress, there exists substantial barriers to a statewide public transportation system capable of meeting identified need. Funding is the biggest barrier with NH having one of the lowest per capita investments of state dollars in transit nationwide which in turn puts pressure on local property taxes to meet federal match requirements. Federal funding is also not adequate but is made worse by cumbersome funding restrictions between FHWA and FTA programs. Further, the different pots of federal money that fund various transportation services often have restrictions that prevent logical coordination of services and/or braided funding to maximize service delivery. Cost-of-service is also increasing as providers are being required to do more with less. This is most evident in increased demand for ADA paratransit services and operational costs in rural parts of the state with low population density and higher trip miles. For perspective, NH has 13 cities, 221 towns, and 25 unincorporated places yet roughly only 30 transit providers.

Negative stigma and lack of knowledge about how to access and use public transportation have been identified as reasons that many do not use transit. Efficiencies including headways, frequency and seamless connection between multiple providers or modes are often cited as reasons that people who want to use transit continue to rely on personal vehicles. Finally, local planning, land use regulations and development often exacerbate the above challenges by failing to include public transit, biking and walking facilities that would improve and support mobility for all.

## **Summary: What are the opportunities to advance a robust, statewide public transit system in NH?**

Opportunities to improve public transit abound, but there is no single strategy that will meet the growing need in NH. Working with NH's federal delegation on the reauthorization of the FAST Act to increase funding for transit and implement commonsense policies that would support coordination of services across funding streams and providers and eliminate burdensome restrictions such as the prohibition of using fares as match are critical. Establishing a dedicated funding source for transit through state legislative action would reduce the burden on local sources of match such as property taxes and could augment the total available funds to advance transit statewide. Adopting a statewide mobility management model that is focused on meeting customers' needs would improve coordination of service, funding, connectivity, data collection and customizable delivery of transportation services. The funding and policy goals outlined above will not happen unless elected officials understand the needs, barriers to meeting those needs and that their constituent's support such measures. Conversely, people will not support these measures unless they also understand the need, how they or their community benefit from the services and how to access the services. A comprehensive education and advocacy program will be required to change the perception of public transportation, explain how it works and how it supports a vibrant economy, independence, healthy communities and individuals. Together, NH will one day say, you CAN get there from here.

*Author Steve Workman is Director of Transport NH (TNH) an organization of the Statewide Transportation Initiative working to create an integrated transportation system that gives people options for getting around.*

# SCC Technical Assistance – Risk Management

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In June 5, 2019, the New Hampshire Department of Transportation organized a Compliance and Oversight Workshop for Federal Transit Administration (FTA) Section 5310 Lead Agencies and Subrecipients throughout the State. As part of that workshop, Nathan Miller of the Southern New Hampshire Planning Commission provided a presentation about Risk Management Best Practices for RCC Lead Agencies.

For New Hampshire's RCC Lead Agencies, risk management is the process of *"determining a subrecipient's potential for noncompliance with State and Federal statutes and regulations, and the terms and conditions of the Lead Agency's contract with the New Hampshire Department of Transportation."*

The presentation noted that the FTA Master Agreement mandates that

*"enough information be provided to each Third-Party Participant so that it understands that it will be expected to follow federal guidance."*

To accomplish this it was recommended that each RCC Lead Agency execute a Memorandum of Understanding (MOU) with each of their subrecipient agencies to inform them of FTA program requirements and document that subrecipients acknowledge those requirements.

The items below are recommended for inclusion in each MOU:

- *Purpose*
- *Period of Services*
- *Required Federal Clauses*
- *Oversight and Inspection Stipulations*
- *Insurance/Liability Provisions*
- *Dispute Resolution Stipulations*
- *Information Ownership/Use Provisions*
- *Reporting and Billing Requirements*

It is also recommended that Lead Agencies require all subrecipients to provide a certification statement on their invoices that includes the following language:

*"I certify that the information presented with this invoice is accurate and the requested reimbursement reflects costs that are necessary and reasonable to fulfill contractual obligation and eligible for reimbursement under Federal Transit Administration standards."*

Lead Agencies should conduct occasional, random spot audits on subrecipient invoices to demonstrate a good faith effort at oversight. A spot audit might entail randomly selecting supplies or equipment invoiced by a subrecipient and getting backup documentation for that purchase to ensure eligibility, or verifying that an agency's timesheets or payroll records for mobility management staff match the hours that were billed on their invoice.

Lastly, Lead Agencies should keep their staff well trained on FTA program requirements as well as the Uniform Administrative Requirements codified in 2 CFR 200, utilize RCC and SCC meetings as forums to discuss risk management issues, and coordinate closely with the NHDOT Bureau of Rail and Transit if any oversight or compliance question arise.

*Author Nathan Miller is the Deputy Director and Principal Transportation Planner of the Southern New Hampshire Planning Commission.*

# Senior/Individuals with a Disability Transportation

The New Hampshire Department of Transportation allows formula-distributed FTA funds to be used for mobility management services,

demand response accessible transportation, and other services that support coordinated community transportation.

The table below summarizes how the 9 RCC's used 5310 formula funding in FY19 & FY20.

5310 RCC-DISTRIBUTED FORMULA FUNDS SFY 2019-2020			
Lead Agency	Region	Regional Allocation	Services Provided
NCC - GCRCC	Region 1	\$366,140	Provide a mobility manager position for Region 1, Grafton County service area to manage a volunteer driver program in Plymouth & 19 surrounding towns providing accessible transportation services, Demand response accessible transportation in Region 1, Grafton-Coos service area.
NCC - CCRCC	Region 2	\$189,641	Expanded demand response accessible transportation in Region 2 Carroll County service area.
Belknap-Merrimack County	Region 3	\$511,028	Support of a Regional Transportation Coordinator position to serve as a key resource & point-of-contact for the Region 3 Mid-State RCC transportation providers to enhance coordination & service delivery and Operating assistance for the RTS program.
Southwestern Community Services	Region 4	\$160,601	Support of a volunteer driver coordinator position to serve as a key resource & point-of-contact to enhance coordination & service delivery Region 4.
Cheshire County Government	Region 5/6	\$318,888	Mobility management activities including the management of an accessible volunteer driver program that includes mileage reimbursement in the 34 towns of the Monadnock Region with Community Volunteer Transportation Co.
Nashua RPC	Region 7	\$296,822	Support a part-time independent contractor to assist with mobility management activities for Souhegan Valley Transportation Collaborative (SVTC) & the Region 7 RCC. The independent contractor will assist the SVTC Board of Directors with mobility management & strategic planning activities.
Region 8 Southern NH Planning	Region 8	\$467,884	Support the "Drive to Care" promotion, volunteer recruitment and oversight program
Cooperative Alliance - CART	Region 9	\$243,688	Early bird/night owl taxi voucher program, Volunteer recruitment & outreach efforts, Expanded demand response transportation services in Plaistow & surrounding towns, Call center staffing (trip scheduling & dispatching).
COAST	Region 10	\$635,272	Operation of a one-stop transportation call center to coordinate transportation services in the Southeast NH RCC service area.

# Forum on Transportation Networks

In January 2020, the SCC conducted a joint forum with the NHTA on Transportation Network Companies (TNC's) and various modes of accessible demand-response transportation options being used in different parts of the country to augment traditional transit options. The forum was facilitated by Jesse Lore, Vice President of Sales at MobilityWorks, SCC Member representing the private sector. It included presentations from Jim Nihan from the Massachusetts Bay Transportation Authority (MBTA), and Jeff Maltz, CEO of SilverRide, a TNC with operations in California and Missouri serving seniors and people with disabilities.

During the forum, panelists explored initiatives over the past 10 years to improve demand-response transportation options for people with disabilities, and how those initiatives have intersected or diverged from other transit and paratransit options within the respective transportation ecosystems. Several large metropolitan areas, as well as some smaller ones, have engaged with demand-response providers such as taxi operators and/or TNC's (such as Uber and Lyft) to increase options for people with disabilities. This has improved the transportation options for people with disabilities in these cities, especially when there have been subsidies for the accessibility upfits to the vehicles.

The subsidies have been funded in a variety of ways, and range from \$10,000 to upwards of \$25,000 for the vehicles. Successful programs include New York City, Boston, Chicago, Washington DC, and Philadelphia.



In Boston, the MBTA has partnered with traditional taxi companies as well as TNC's such as Uber and Lyft to provide accessible demand-response transportation, including through subsidies to pay the difference between the taxi fare and the cost of a standard mass-transit fare. The MBTA has realized some efficiencies and overall service improvements through this program and increased their service area.

Silver Ride presented a unique approach to the standard TNC model, whereby a concierge-type service with highly trained call center reps and drivers provide a service that is catered to the senior population. With improved support over mainstream TNC's, they have been able to serve more people with disabilities and provide a higher quality of service than other TNC's, NEMT contract providers, and paratransit services in some markets. Marketing and referrals have been key to building awareness for the operation, and service enhancements including door-through-door service have filled key niches in the San Francisco area. “

*Author Jesse Lore, Vice President of Sales at MobilityWorks, SCC Member representing the private sector.*





## New Hampshire Community Transportation Regions

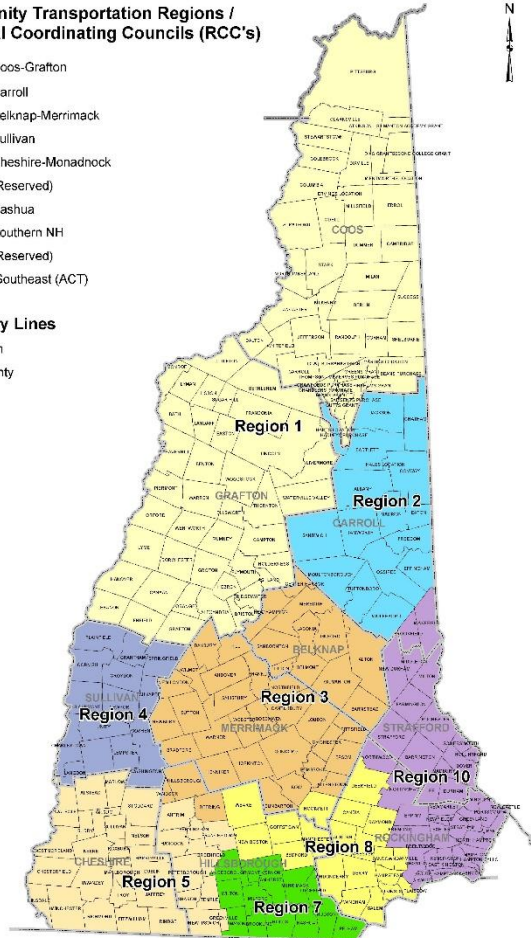


### Community Transportation Regions / Regional Coordinating Councils (RCC's)

- Region 1: Coos-Grafton
- Region 2: Carroll
- Region 3: Belknap-Merrimack
- Region 4: Sullivan
- Region 5: Cheshire-Monadnock
- Region 6: (Reserved)
- Region 7: Nashua
- Region 8: Southern NH
- Region 9: (Reserved)
- Region 10: Southeast (ACT)

#### Boundary Lines

- Town
- County



File Location: N:\GIS\GIS\_S\_Nov\Programs\Rail

Revised Date: 11 Mar, 2020

# Regional Coordination Councils

# Grafton-Coos Regional Coordination Council - Region 1

The Grafton-Coos RCC met quarterly during the years. The RCC members continued to support the expansion of the volunteer driver program and van services by the Grafton County Senior Citizens Council, Tri-County Community Action Program, and volunteer services provided through Transport Central in the Plymouth area.

The 5310 Purchase of Service program has continued to successfully expand critical access to services in rural towns in Grafton and Coos Counties for individuals with disabilities under the age of 60 and for long-distance medical trips that occur frequently in this very rural region.

In fact, in 2019 and 2020, POS funding was used to provide over 18,000 trips to seniors and individuals with a disability. The 5310 Formula Funds were allocated to the Grafton County Senior Citizens Council, Tri-County Community Action Program, Transport Central and Advance Transit to fund Mobility Management efforts.

[www.grafton-coosrcc.org](http://www.grafton-coosrcc.org)



Artist: Chris Rollins with Permission

## **Members**

Kathleen Vasconcelos, Grafton County Senior Citizens Council

Van Chesnut, Advance Transit

Mark Frank, Coos County SCOA Representative

Doug Grant, Transport Central

Patsy Kendall, Transport Central

Brenda Gagne, Tri-County Community Action

Christine Lee, Tri-County Community Action

Peter Riviere, Caleb Interfaith Caregivers

Kirsten Welch, Genesis Behavioral Health

Pat Crocker, Upper Valley Lake Sunapee RPC

Alex Belenz, North Country Council

Katie Lamb, North Country Council

# Carroll County Regional Coordinating Council – Region 2

The Carroll County Regional Coordinating Council (CCRCC) held nine committee meetings between July 1<sup>st</sup> 2018-June 30<sup>th</sup> 2020, all of which are open to the public. Beginning in Spring 2020, the committee shifted to meeting virtually using the platform Zoom.

During 2019, the CCRCC updated and distributed its directory. A new partnership was developed to provide rides to adults with disabilities to help them further their education. CCRCC members worked diligently to manage the distribution of 5310 Purchase of Service Funds between three providers in the region based on actual ridership.

This year the CCRCC served as a forum for fostering dialogue between regional providers to enhance coordination of services to the people of the region, utilizing the particular strengths of the providers. One provider runs door-to-door and flex route wheelchair-accessible buses for seniors, individuals with a disability, and general public. Another provides wheelchair-accessible buses for seniors, individuals with a disability in the northern part of the county.

Volunteer drivers for the county-wide RSVP program use their own vehicles to provide medical transportation. Where one provider might be limited in the type of vehicle available or the area of service, they are now more comfortable in contacting or referring a client to another provider.

Due to the impacts of COVID, most providers saw ridership decrease and were faced with additional operating needs (covered by the CARES Act) to protect riders (installing partitions and distancing measures, increased cleaning practices, and providing masks for riders). Providers who paused their services found flexible and creative ways to continue to serve their communities through using their drivers and vehicles to pick up and deliver essential items to vulnerable populations.

In the coming years the CCRCC will focus on recuperating and expanding ridership through enhanced outreach efforts, building a broader membership, continuing to foster communication and coordination between providers.

<http://www.nccouncil.org/ncc-committees/carroll-county-regional-coordination-council/>



## Members

George Cleveland, Gibson Center for Senior Services  
Brenda Gagne, Tri-County Community Action Program  
Christine Lee, Tri-County Community Action Program  
Mary Seavey, Carroll County Retired and Senior Volunteer Program (RSVP)  
Doris Dreyer, Carroll County Retired and Senior Volunteer Program (RSVP)  
Crystal Sawyer, Carroll County Adult Education  
Catalina Kitsch, Carroll County Coalition for Public Health  
RPC Staff:  
David Jeffers (LRPC)  
Katie Lamb (NCC)



# Mid-State Regional Coordinating Council – Region 3

The Mid-State Regional Coordinating Council (Mid-State RCC) held nine committee meetings during FYS 2019 and 2020, all of which were open to the public. The Mid-State RCC membership is currently at twenty-two members.

In May 2019 Mid-State RCC nominated and approved CAPBMCI to serve as Lead Agency for the Mid-State Region and it continues to support and advise the Volunteer Driver Program, the Rural Transportation Service Expansion Program, the Taxi Voucher Program and the Mobility Manager's position which are supported with the FTA Section 5310: Enhanced Mobility of Seniors & People with Disabilities funding.

Central New Hampshire Regional Planning Commission and Lakes Region Planning Commission developed the Coordinated Transit & Human Services Transportation Plan for 2019 on behalf of the Mid-State Regional Coordinating Council and was adopted by the RCC on January 14, 2020. This plan is an update and replaces the 2010 plan.

**Volunteer Driver Program:** Since the start of the program in late 2011, the volunteer driver program has provided 43,254 rides.

Rides in this program increased almost 38% with 75% fewer trip denials in FY 2020 over FY 2019 despite the effects of the pandemic during the months of March, April and May.

**Mobility Manager:** The Mobility Manager ran a series of 22 listening sessions in 2019 and early 2020. She Reestablished the Mid-State RCC Volunteer Driver Program (VDP) Peer-To-Peer Network, started the Shopping For Seniors program to provide grocery shopping and delivery services in 31 municipalities to

109 seniors in the service area. This position also maintains the MS RCC website and Facebook as well as the webpage for Concord Area Transit at [www.ConcordAreaTransit.com](http://www.ConcordAreaTransit.com) and its Facebook page. The Mobility Manager was also instrumental in having all Concord's bus shelters disinfected and power-washed throughout the pandemic and updated the Mid-State Region Volunteer Driver Programs brochure in 2019.

**Rural Transit Service Expansion Program:** The number of rides in this program are at a 5-year high in FY 2020 with an increase of almost 39% over FY 2019.

**Taxi Voucher Program:** TVP provided 422 rides in FY 2020 and 1,762 rides since its inception to individuals in the SOAR program.

**Improvements to coordinating transportation services:** In 2019 CAPBCMI Transportation Services assumed responsibility of the Taxi Voucher Program's application process, dispatching and invoicing. It also assumed responsibility of the entire Rural Transportation Service, both the Expansion Service serving individuals with disabilities under 60 years of age and the 60+ service. Approved applicants and all rides for both the TVP and RTS are now tracked in CAPBMCI's RouteMatch system along with Concord Area Transit and Volunteer Driver Program rides allowing the dispatch team to determine the most efficient or appropriate service for every ride request seamlessly for individual riders.

[www.midstatercc.org](http://www.midstatercc.org)



## Members

Age at Home	Lakes Region Chamber of Commerce
American Cancer Society, Inc.,	Lakes Region Community Services
New England Division	Lakes Region Planning Commission
Ascentria In-Home Care	NH Vocational Rehabilitation
Bank of New Hampshire	NH Catholic Charities
Belknap Economic Development Council	Partnership for Public Health
Central NH Regional Planning Commission	Pembroke Academy
City of Concord	Riverbend Community Mental Services, Inc.
Community Action Program	St. Joseph Community Services, Inc.
Belknap-Merrimack Counties, Inc.	The Friends Program-RSVP
Community Bridges	Town of Chichester
Concord Cab Company, LLC	Town of Hillsborough
D&B Taxi & Courier Services, LLC	Town of Newbury
Dept. of Corrections, Merrimack County	Town of Salisbury
EngAging NH	Town of Tilton
Future in Sight	Volunteer Transportation, Inc.
Genesis Behavioral Health	Town of Wilmot, Town of Windsor
Granite State Independent Living	White Rock Senior Living Community
Granite United Way	<b>Regional Planning Commission Staff:</b>
Interlakes Community	David Jeffers (LRPC),
Caregivers, Inc.	Dean Williams (CNHRPC)
Kearsarge Council on Aging	

# Sullivan County Regional Coordination Council – Region 4



The Sullivan County RCC held seven open meetings during FY 2019 and 2020. During this period of time, meetings were largely devoted to assisting Southwestern Community services to re-launch all public transportation and volunteer driver program services in Region 4. All public transit and services for seniors over age 60 and individuals with a disability of any age, had nevertheless continued during this time. The RCC continued to see demand outstripping the financial resources of the 5310 program, and has continued to proactively deal with the rising demand and constrained resources.

Region 4 is among those with the highest percentages of population over the age of 60 and individuals with incomes below the poverty level in the state. Members of the council have continued to work with the local faith community, municipal governments, and other non-profit organizations to raise the visibility of transportation needs and on developing strategies for responding to the growing demand for services as the population ages.

Southwestern Community Services Transportation (SCST) has assumed all public transportation and volunteer driver services in Region 4. Since undertaking these new services, SCST has worked with the Upper Valley Lake Sunapee RPC and the Community Transportation Association of America to review routes, services, marketing and branding of the public transportation services. The objective is to improve efficiency and to enhance services to for all residents of Sullivan County.

[www.sullivancountyrcc.org](http://www.sullivancountyrcc.org)



## ***Members***

Brenda Burns, Sullivan County Nutrition Services, Newport

Amanda Mace, Turning Points Network, Claremont

Teri Palmer, Beth Daniels, and Keith Thibault, Southwestern Community Services, Inc., Claremont

Cheryl B. Frey, Sullivan County Service Link

Aare Ilves, Citizen Member, Charlestown

Mary Ryan, BEAS

Derek Ferland, Manager, Sullivan County

Nancy Merrill, Chuck Osgood, City of Claremont

Patricia Crocker, Upper Valley Lake Sunapee RPC

# Monadnock Regional Coordinating Council – Region 5/6

The MRCC held 16 meetings in SFY2019 and 11 meetings in SFY2020 with either the full council or with the executive committee. Staff of Southwest Region Planning Commission provided support and technical assistance along with County of Cheshire government serving as lead agency for DOT 5310 grant funds.

## Highlights for the MRCC - SFY 19:

To learn more about mobility management, the MRCC devoted a section of the monthly meetings in the fall to watch and discuss the six modules of “Mobility Management Basics” from the National Center for Mobility Management’s web-site

A new 5310 grant cycle for SFYs 2020 and 2021 process began in January 2019 with the state’s new combined Formula and Purchase of Service RCC program. Volunteers Enabling Transportation did not re-apply for this grant cycle. The MRCC accepted and approved proposals from two new organizations: Keene Senior Center and Monadnock Family Services’ Monadnock Adult Care Center.

## Highlights for the MRCC - SFY 20:

The MRCC devoted its attention to the transportation needs of youth. In the fall, it invited providers of programs and services for youth: before and after school programs, town recreation departments, Big Brothers/Big Sisters, teen centers, YMCA, school districts, school bus companies, and interested individuals.

In early March, the MRCC hosted a “Forum on Youth Transportation” with 40 attendees. The National Center on Mobility Management sponsored the event and Judy Shanley, NCMM Partner Director gave the key-note address. Three workgroups were formed and new MRCC members are emerging out of this work.

Both Home Healthcare, Hospice & Community Services and CVTC continued providing transportation with safety precautions in place, during the Covid 19 state shut down.

More information about the MRCC can be found at [www.monadnockrcc.weebly.com](http://www.monadnockrcc.weebly.com).

## RCC Membership:

Michael Acerno, *Home Healthcare, Hospice and Community Services*

Ellen Avery, *Community Volunteer Transportation Company (Chair)*

Kathy Baird, *Monadnock RSVP*

Suzanne Bansley, *Cheshire County Government (Treasurer)*

Karen Brook, *Big Brothers/Big Sisters*

Liz Chipman, *Keene Housing Kids Collaborative*

Jim Duffy, *Cheshire Medical Center/Dartmouth Hitchcock*

Bill Graf, *Monadnock at Home*

Andrew Harmon, *Citizen Member (Vice Chair)*

Terri Paige, *Southwestern Community Services*

Charlie Pratt, *Home Healthcare, Hospice and Community Services*

Bob Perry, *Volunteers Enabling Transportation*

Christine Selmer, *Monadnock Adult Day Program of MFS*

Dylana Shreckengost, *Cheshire County Government*

Cameron Tease, *Keene Senior Center (Secretary)*

Chuck Weed, *Citizen Representative*

Gary Welch, *Volunteers Enabling Transportation*

SFY	Ambulatory Provided	Accessible Provided	Medical	Work	Agency	Shopping/ Food	Social/ Family	Personal	Denied	Refer
'19	7,775	114	4,804	239	31	1,832	936	187	777	135
'20	6,193	126	2,980	231	18	2,645	205	240	726	242



# Greater Nashua Regional Coordinating Council - Region 7

The Greater Nashua RCC (RCC-7) met four times during SFY19-20. A workgroup of RCC-7 members, organized by our lead agency, the Nashua Regional Planning Commission (NRPC), met more frequently to assist in updating the Locally Coordinated Transportation Plan for the Greater Milford/Nashua Region 2020-2024. The LCTP was adopted in April 2020. Moving forward the RCC will be prioritizing projects derived from that report.

Other focus areas for the RCC-7 continue to be:

- Remaining informed about SCC efforts to provide technical assistance & guidance to the RCC's,
- Exploring opportunities for improved regional transit connections based on community needs,
- Exploring opportunities for interregional transit connections based on community needs, and
- Exploring how mobility management services can best enhance community transportation in our region.

## **The RCC-7 actively supported the following initiatives:**

- 5310 funding to purchase services from NTS to provide demand response transit services to six Souhegan Valley communities – Amherst, Brookline, Hollis, Milford, Mont Vernon and Wilton.

- 5310 funding to provide mobility management and support services to the Souhegan Valley Transportation Collaborative (SVTC) and the RCC,
- Nashua Transit System (NTS) grant applications focused on electric bus and charging equipment, transit center and technology upgrades, and,
- NRPC Regional Transit Expansion study.

Other regional highlights include:

- SVTC's Souhegan Valley Rides service will celebrate its 12<sup>th</sup> anniversary in October 2020 and, as of June 2020, has provided 36,489 rides to area residents.
- NTS continues to work with the Towns of Merrimack and Hudson to provide paratransit service.
- NTS will be deploying a new 5310 funded paratransit van for use in the more rural areas of the region.
- NRPC is exploring the feasibility of providing shuttle bus service to major transit hubs and other key destinations in Massachusetts' Middlesex County.

Covid-19 response March - June: Among many other actions, NTS was able to continue to provide essential rides for healthcare appointments including dialysis, pharmacy pick-ups, and grocery shopping. SVTC organized face mask donations for distribution to passengers in need.



## **Participating Organizations**

FISH – Friends In Service Helping  
Gate City Bike Co-op  
Nashua Regional Planning Commission  
Nashua Soup Kitchen  
Nashua Transit System  
Radiation Center of Greater Nashua  
Souhegan Valley Transportation Collaborative  
Southern NH Services  
St. Joseph Community Services, Inc.  
The Caregivers  
Town of Merrimack



# Greater Manchester Regional Coordination Council - Region 8/9

Over the past two years, the longstanding coordination efforts between the Region 8 RCC (Greater Manchester) and the Region 9 RCC (Greater Derry-Salem) continued to accelerate as the two regions (and their two urban public transit providers) fully merged to make the highest and best use of available transit funding by achieving economies of scale.

On September 30, 2019, the Manchester Transit Authority (MTA) and the Greater Derry-Salem Cooperative Alliance for Regional Transportation (CART) officially merged into a single entity, with CART becoming a separately-branded program of the MTA. Shortly after the merger of MTA and CART, the Region 8 and Region 9 RCCs also merged, with the State Coordinating Council (SCC) ratifying the merger at their December 5, 2019 meeting.

Since the merger, the newly formed Southern New Hampshire Regional Coordinating Council (i.e. Region 8/9 RCC) has adopted bylaws, designated the Southern New Hampshire Planning Commission (SNHPC) as Lead Agency, and adopted a consolidated program of Federal Transit Administration (FTA) Section 5310 projects for FY 2021.

Utilizing FTA Section 5310 funding, the following services operated in FY 2019–2020 in the Region 8 (Greater Manchester) and Region 9 (Greater Derry-Salem) areas.

## **CART Derry-Londonderry Shuttle**

- *Route Deviation Service Providing Access to Congregate Meal Sites Monday through Friday at Community Centers in Derry and Londonderry*

## **CART Hampstead Shuttle**

- *Route Deviation Service Providing Access to Dialysis and Adult Day Care Services for Hampstead residents on Monday, Wednesday, and Friday*

## **Catholic Charities (d/b/a Caregivers) Drive to Care Program**

- *Volunteer Driver Recruitment and Oversight in the Greater Manchester Area*

## **Easter Seals Call Center**

- *Partial Funding Support for Schedule Coordinator and Dispatcher Positions at Easter Seals Regional Call Center*
- **Easter Seals Regional Demand Response Service**
- *Regional Demand Response Service Operating Approx. 30 Hours/Week in Greater Manchester*

## **Greater Salem Caregivers Volunteer Driver Program**

- *Volunteer Driver Recruitment and Oversight in the Greater Salem Area*

## **MTA Shopper Shuttles**

- *Fixed Route Service for Grocery Shopping Trips on Monday, Wednesday, and Friday in Manchester and Thursday in Hooksett*

## **MTA Goffstown Shuttle**

- *Demand Response Shuttle Service on Monday, Wednesday, and Friday in the Town of Goffstown*

## **MTA Hooksett Shuttle**

- *Demand Response Shuttle Service on Tuesday and Thursday in the Town of Hooksett*

## **MTA New Boston Shuttle (New Service in FY 2020)**

- *Demand Response Shuttle Service on Wednesday in the Town of New Boston*

## **Regional Mobility Management Initiative**

- *Targeted Outreach and Engagement by Easter Seals to Transportation Providers, Consumers, and Community Organizations to Encourage Additional Participation in Regional Coordination Efforts*

## **Rockingham Nutrition Meals on Wheels Plaistow Shuttle**

- *Shuttle Service to the Vic Geary Center Congregate Meal Site in Plaistow Operating Approx. 10.5 Hours/Week for Residents of Atkinson, Danville, Plaistow, and Sandown*

# Greater Manchester Regional Coordination Council - Region 8/9

## **Members**

Catholic Charities	Town of Atkinson
Easter Seals New	Town of Auburn
Hampshire	Town of Bedford
Greater Derry-Salem	Town of Candia
Cooperative Alliance	Town of Chester
for Regional	Town of Danville
Transportation	Town of Deerfield
Greater Salem	Town of Derry
Caregivers	Town of Goffstown
Holy Cross Health	Town of Hampstead
Center	Town of Hooksett
Manchester	Town of Londonderry
Community Health	City of Manchester
Center	Town of New Boston
Manchester Transit	Town of Plaistow
Authority	Town of Raymond
Rockingham Nutrition	Town of Salem
Meals on Wheels	Town of Sandown
Rockingham Planning	Town of Weare
Commission	Town of Windham
Southern NH Planning	
Commission	
St. Joseph	
Community Services	

[http://snhpc.org/kiosk/transit.php?page=human\\_providers](http://snhpc.org/kiosk/transit.php?page=human_providers)



# Alliance for Community Transportation RCC - Region 10

The Alliance for Community Transportation (ACT) works to improve community health by increasing access to medical care, grocery shopping, and congregate meals through a robust transportation network. We aim to build a collaborative network of providers whose reliable and affordable transportation services will allow older adults and individuals with disabilities to age in place and remain living in their communities.

ACT's regional transportation call center, TripLink, manages ride requests for four different agencies, representing eight different services. It also provides information & referral services to help callers find the best service for their needs. TripLink receives over 3,000 phone calls per month and coordinates over 33,000 trips year. We provide call-taking, scheduling, and dispatching services for COAST, Ready Rides, Rockingham Nutrition & Meals on Wheels, and Community Rides. TripLink provides support for COAST's ADA Paratransit, Portsmouth Senior Transportation, and Route 7 On Demand services. In July 2020, TripLink will expand to include the Community Action Partnership of Strafford County's Senior Shuttle.

ACT is redeveloping its website to highlight its Community Transportation Directory and information and referral services. Most importantly, the updated site will feature a Common Application that will allow users to apply for multiple services at the same time, including services provided by COAST, RNMOW, Strafford CAP, Ready Rides, Community Rides, and Transportation Assistance for Seacoast Citizens (TASC).

This will reduce the number of forms that clients must submit and ensure that they are registered for every service for which they are eligible. Registering for multiple services is important, because some services are limited by trip purpose, service area or service hours. The Common Application and new website will launch at the beginning of SFY21.

ACT supported RNMOW in its application for additional accessible vehicles in 2019. Once the additional cutaway buses are delivered, all four of RNMOW's shuttle services will be fully accessible.

In the fall of 2018, ACT hosted a transportation roundtable with healthcare and transportation providers from the region and continues to serve as a forum for new ideas. ACT members take an active role in regional and statewide efforts to improve transportation and access to healthcare by serving on a State Coordinating Council subcommittee, serving on the Seacoast/Strafford County Public Health Network's incident management team, multiple members serving on the Alliance for Healthy Aging Transportation Workgroup, one member serving on the Board of the Endowment for Health and one member serving on the Advisory Council of the Endowment for Health.

Lead Agency: COAST

5310 Operating funds Recipients: Ready Rides, Rockingham Nutrition & Meals on Wheels, Stratford CAP, and Community Rides (COAST, RNMOW, and Strafford CAP.)

[www.communityrides.org](http://www.communityrides.org)

## Members

Community Action Partnership of Strafford County

Community Partners

Connections for Health (Region 6 IDN)

Cooperative Alliance for Seacoast Transportation

Easterseals

Homemakers & Health Services

Future In Sight

Goodwin Community Health

Granite State Independent Living

Great Bay Services

Lamprey Health Care

Liberty Livery & Road Nannies

One Sky Community Services

Ready Rides

Rockingham Nutrition & Meals on Wheels

Rockingham Planning Commission

Seacoast Public Health Network

Strafford Regional Planning Commission

Transportation Assistance for Seacoast Citizens

Town of New Durham

Town of Wakefield

Wentworth Senior Living

Citizen Member

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## ***Members of the State Coordinating Council for Community Transportation***

Michael Acerno, Home Healthcare, Hospice & Community Services, Keene, NH  
Ellen Avery, Community Volunteer Transportation Co.  
Fred Butler, NH DOT  
Van Chesnut, NH Transit Association  
Daniel Frye, NH Department of Education  
Jesse Lore, MobilityWorks, Inc.  
Terri Paige, Southwestern Community Services Transportation

Gene Patnode, NH Dept. of Health and Human Services  
Deborah Ritcey, Granite State Independent Living  
Fred Roberge, Easter Seals NH  
Charles Saia, Governor's Commission on Disability  
Mike Tardiff, Central NH Regional Planning Commission  
Melina Hill Walker, Endowment for Health  
Mike Whitten, Manchester Transit Authority  
Steven Workman, Transport NH

*New Hampshire State Coordinating Council for Community Transportation*

*[www.nh.gov/dot/programs/scc/about.htm](http://www.nh.gov/dot/programs/scc/about.htm)*

*New Hampshire Department of Transportation*

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